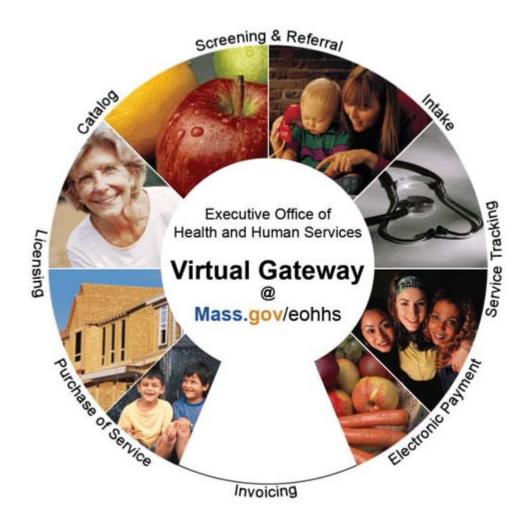
Executive Office of Health and Human Services

Virtual Gateway



Enterprise Invoice Management

Provider Billing (CR Contracts)

Fall 2006 Release 3 Version 1

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Module 1: Getting Started

Introduction

The Virtual Gateway is a single point on the internet for accessing programs and services offered by the Executive Office of Health and Human Services (EOHHS).

Enterprise Invoice Management/Enterprise Service Management (EIM/ESM) is a web-based billing and service delivery reporting system for Purchase of Service (POS) providers and is one of the many services offered through the Virtual Gateway. Use of specific EIM/ESM functionality is discussed in later modules.

This module discusses the following topics:

- What is the Virtual Gateway
- System requirements
- Accessing the Virtual Gateway
- Accessing provider services (including EIM/ESM)
- Password management

What is the Virtual Gateway?

The ultimate goal of the Virtual Gateway is to streamline service access and coordinate service delivery. It serves three important groups:

- Internal Health and Human Services staff
- Service provider staff
- Consumers

In addition to EIM/ESM the Virtual Gateway also offers:

- **Catalog:** An online catalog with descriptions of several of the most widely used programs in Health and Human Services.
- Screening & Referral: A short online survey for consumers and providers to determine potential eligibility for select EOHHS programs. Multiple services can be assessed at the same time.
- **Common Intake:** A single, online data collection tool for registered providers to create applications for multiple EOHHS programs on behalf of clients (login required).



What is the Virtual Gateway?

(continued)

- Transitional Assistance Gateway: An online inquiry tool for registered agencies to view secure case management information for various transitional assistance programs, including Food Stamps, financial assistance, and homeless services (login required).
- **Provider Data Management:** An online service that gives *Purchase of Service (POS)* providers a single place to view, upload and edit information commonly requested by Health and Human Services agencies. The service also provides EOHHS agencies with a single place to view provider information (login required).
- Service and Transition Planning: An online tool for registered EOHHS staff and providers to support collaborative treatment planning and referral services for certain children served by EOHHS (login required).
- IRIS Services for Deaf and Hard of Hearing Consumers: An online service for service providers to request ASL interpreter or CART services on behalf of consumers; for ASL interpreters and CART reporters to post availability schedules, review and apply for open jobs (login required).
- Homeless Management Information Systems: The *Homeless Management Information Systems (HMIS)* perform data collection to capture information about citizens who experience being homeless over a period of time (login required).
- Mental Retardation Quality Management Reporting (HCSIS): A service for Purchase of Service providers, Department of Mental Retardation (DMR) staff, human rights coordinators, and others to file clinical information and reports on incidents, medication occurrences, restraints, and investigations for DMR clients (login required).
- Senior Information Management System (SIMS): An online data collection, case management, and reporting tool for Executive Office of Elderly Affairs (EOEA) agencies and providers. It enables users to track various programs for elders, including intake and referral, home care, nutrition, clinical assessments, and more (login required).



System Requirements

System Requirements for EIM/ESM and the Virtual Gateway

All computers used to access the Virtual Gateway require Internet Explorer 6.0 or higher.

For the EIM/ESM application, the minimum system requirements are:

- Windows (98, 2000 or XP Business)
- Internet Explorer 6.0 or higher
- 800x600 screen resolution
- 300MHz CPU and 128MB RAM

Additionally, the preferred system features to enhance the performance of EIM/ESM are:

- Windows XP (Business Class)
- 1024x768 screen resolution
- 500MHz CPU and 256MB RAM

Acceptable Alternatives:

- Operating System
 - o Mac OS X
- Browsers:
 - o Safari (Mac)
 - Firefox
 - o Netscape

Note: Testing on the EIM/ESM application has not been conducted on these alternative platforms therefore compatibility issues may result.

Tip: If a lower screen resolution is selected, then the user needs to select the "Smaller" text size.

1. Select the View menu from the Internet Explorer browser.

Select Text Size>>Smaller.



Accessing the Virtual Gateway

Access to EIM/ESM is through Virtual Gateway Provider Services. To Access Provider Services:

- 1. Open an Internet Explorer session.
- 2. Type the web address http://www.mass.gov/eohhs in your browser.
- 3. Select Provider Services Gateway ENTER>>

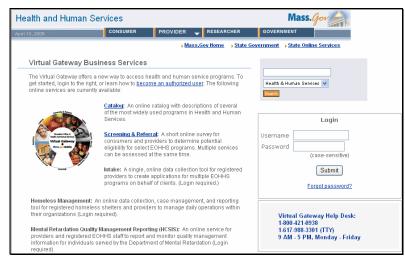


Tip: Once you are in the Virtual Gateway, you must use the navigation tools that are part of the application *not* your internet browser's **Back** and **Forward** (buttons.



Accessing Virtual Gateway (continued)

You are directed to the Business Services page for login.



- 4. Enter Username and Password.
- 5. Click Submit.

The Virtual Gateway Business Services page displays.

Note: Security requires that each person have a Virtual Gateway username and password.



Accessing Virtual Gateway Services

The **Virtual Gateway Business Services** page displays after you have successfully entered your username and password. You can select the service(s) you wish to access from this page. You can call the Virtual Gateway Help Desk if you need any assistance: 1-800-421-0938.



Note: Once you are logged in, you will have access to EIM/ESM.

Password Management

All users must change their password at first login.

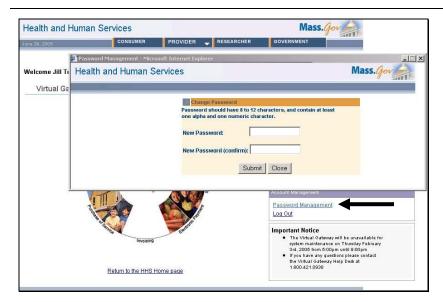
After your initial login, you can change your password at any time by clicking on the Password Management link.

Password policy rules:

- The user will be assigned an ID and temporary password sent through e-mail by the Virtual Gateway help desk
- The password must contain between 8 and 12 characters and have at least 1 alpha and 1 numeric character
- Passwords are case-sensitive
- Users will be automatically logged out of the system after 30 minutes of inactivity



Password Management



Important: You will need to disable any pop-up blocker in your browser to allow the change of password screen to appear. Contact your network administrator if you need assistance with this process.

Once you login, you can change your password.

To change your password:

- 1. Access the Business Services page.
- 2. Click the Password Management link. *The Change Password popup window appears.*
- 3. Type your new password twice.
- 4. Click Submit.
- 5. Click Close.

Virtual Gateway Help Desk Information

The Virtual Gateway Help Desk is available to assist with:

- General questions regarding the Virtual Gateway
- Technical questions or system issues
- Questions regarding how to use EIM/ESM
- Password resets

Please be prepared to provide the following:

- Name, organization, phone number, email address
- Module/page/field you were working on (if applicable)



- Description of the issue or error message
- Perceived criticality

You can reach the Virtual Gateway Help Desk at 1-(800)-421-0938 from 9 a.m. to 5 p.m. Please leave a voice mail if calling after hours.

Note: If the Help Desk is unable to resolve your issue while on the phone, a ticket number will be issued along with any relevant workarounds.



Module 2: Introduction to EIM/ESM

Introduction

The EIM/ESM service provides functionality for a variety of provider and agency users. These functions are presented as modules within EIM/ESM. Modules that are required to complete day-to-day responsibilities are covered in this user manual. Users have access to their required modules when logged into EIM/ESM. Other modules will not be accessible.

Each module in the EIM/ESM service has a corresponding module in one of the EIM/ESM user manuals. This module discusses the following topics:

- What is EIM/ESM?
- EIM/ESM Overviews
- Benefits of EIM/ESM

What is EIM/ESM?

Enterprise Invoice Management/Enterprise Service Management (EIM/ESM) is a web-based billing and service delivery reporting system for Purchase of Service (POS) providers.

Enterprise Invoice Management (EIM) is an EOHHS-wide invoicing and service delivery reporting tool which coordinates invoicing and reporting across POS programs, agencies, and providers.

Enterprise Service Management (ESM) supports providers contracted through the Department of Public Health (DPH) with a client management and service tracking tool. ESM fully integrates and coordinates delivery and administration of care across DPH programs, bureaus, and providers.

This manual focuses on billing functionalities available in EIM. Additional information about EIM/ESM can be found under the Provider tab of the EOHHS web page: www.mass.gov/eohhs.



EIM Overview

EIM (Enterprise Invoice Management) enables provider organizations to invoice or bill EOHHS agencies for certain Purchase of Service (POS) contracted services.

Invoices:

- Are generated and submitted by providers through EIM
- Are automatically adjudicated within EIM
- Adjudication results can be viewed in EIM

PRC (Payment Request for Commodity):

- Are generated within EIM
- Can be tracked through EIM

ESM Overview

ESM (Enterprise Service Management) enables provider organizations to maintain their client roster, program enrollments, service plans, case management plans, and encounter documentation.

Client Management:

- Accepts electronic applications
- Maintains client information

Service Management:

- Determines eligibility
- Enrolls clients
- Manages authorizations
- Enables service planning and tracking

Note: Initially, ESM will be deployed for DPH programs only.



Benefits of EIM/ESM

How does the EIM/ESM service benefit providers?

- Simplifies reporting and invoicing for purchased services
- **Enables** providers to track invoices through the adjudication and payment process, providing information about status, adjustments, date of payment, etc.
- **Provides** unprecedented enterprise reporting capabilities to provider organizations as well as agencies

What are the benefits of EIM?

- Provides expedited payment
- Provides real-time payment processing
- Offers access to up-to-date financial data

What are the benefits of ESM?

- Provides access to dynamic data collection and reporting
- Provides online, client-based enrollment
- Enhances referral throughout treatment episode





Module 3: EIM/ESM Navigation Basics

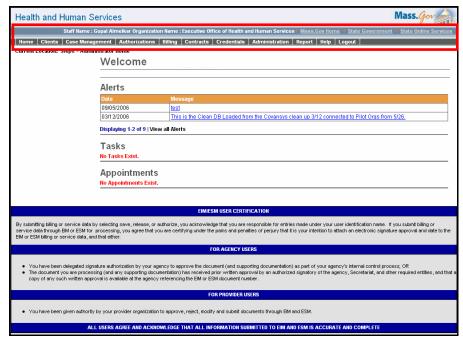
Introduction

Navigation is simple and consistent throughout each module in EIM/ESM. The topics in this module will help you:

- Understand the modular structure of EIM/ESM
- Navigate through each module
- Search for records

Module Links

When a user logs into EIM/ESM, the **module links** are immediately available at the top of the page.



Each **module link** corresponds with a functional area: the **Billing** module provides access to invoice functions; the **Report** module provides access to reports, etc.

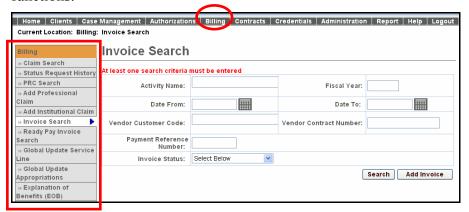
Clicking a module link navigates you to the corresponding features.





The Navigation Bar

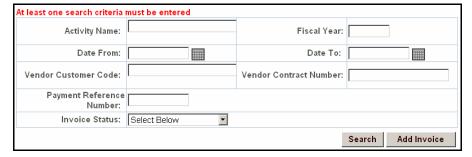
When a module is selected, a corresponding **navigation bar** appears on the left side of the page, allowing users to navigate to related functions.



The default page—the page that displays first when a module is selected—varies by module, but it is typically a search page.

Search

Searching for records is the first step in most EIM/ESM functions. Users search for applicants, clients, invoices, claims, contracts, etc., depending on the functions they use.



Users search by entering a value or wild card search in a criteria field.



Search (continued)

The wild card is %. It can be used in alpha-numeric fields alone or with other characters:

If the criteria is	The results will be
%son	Thompson, Johnson, Mason
m%n	Man, Mason, Mellon

The % can be used alone to return all records; however, searching for all records may be a slow process.

To search:

- 1. Enter criteria in a field
- 2. Click Search

The search results appear.

Search Results

Search results consist of a list of linked records:

I	Search Results						
	Activity Name	Date From	Date To	Vendor Customer Code	Payment Reference Number	Contract Number	<u>Status</u>
	INDIVIDUAL SUPPORT(BLANKET)	0/01/2005	07/30/2005	HHS1036	7051036	HHSCR1036	PM PRC Approve
	INDIVIDUAL SUPPORT(BLANKET)	07/01/2005	07/30/2005	HHS1036	7051035	HHSCR1035	PM PRC Approve
	INDIVIDUAL SUPPORT(BLANKET)	07/01/2005	07/30/2005	HHS1036	7051032	HHSCR1032	PM PRC Approve

Click the linked field to select and view the record.

Breadcrumbs

Breadcrumbs at the top of each page allow the user to navigate to previous pages easily.

Current Location: Billing: Invoice Search > Invoice Summary > Personnel Summary

In the above example, the current page displayed is **Personnel** Summary. To return to the Invoice Search page, simply click

Invoice Search > . Do not use the browser

Back |





Module 4: Contracts

Introduction

Contracts are managed by provider contract managers. The Contract module is *only* available to provider staff that has contract management responsibilities. It covers how to view contract information in *EIM* and request contract amendments.

Topics include:

- Locating a contract
- Viewing contract information
- Requesting a contract amendment

Audience for this topic: Provider staff with one of the following security roles:

- Billing Specialist
- Provider Contract Manager

Cost Reimbursement Contracts in EIM

Cost Reimbursement (CR) contract is a non-client specific invoice submitted for cost reimbursement.

Note: All billing information is tied to a contract.



Information Flow

Basic contract information originates in MMARS, is recorded in the Commonwealth Information Warehouse and flows to EIM, where additional information is added.

Providers are able to view the contract information within EIM and request amendments.



MMARS (Massachusetts Management Accounting and Reporting System)

- Initiates all contract set-up and amendments
- Handles all changes to maximum obligation, rates, and vendor codes
- Issues all payments

Commonwealth Information Warehouse

- Records contract information
- Forwards to EIM

EIM

Agency:

- Configures contract details and maintains additional contract characteristics (more information below)
- Activates contract

Providers:

- View current contract information
- Request amendments



Searching for a Contract

To search for a contract:

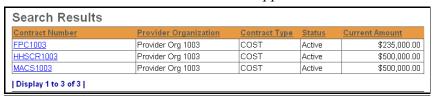
1. Click the **Contracts** module from the module links. *The Contract Search page appears*.



Tip: The **Contract Search** page appears with the current fiscal year as the default. You can use this field as the default search criteria.

- 2. Enter search criteria.
- 3. Click Search

Contracts that meet the search criteria appear.



4. Click a <u>contract number</u> to view the contract summary. *The Contract Summary page* appears, displaying information for the current fiscal year.



Contract Summary Page

Contract# MAC	S1005 - E	Belche	rto	wn Co	ommu	nity Health
Master Contract Number:	MACS1005					
Fiscal Year:	2006		Contract Type: COST			
MMARS Version Number:	5		EIM Version Number: 10			
	,					
Activity Code			_	ription		
3065			provious enable serior and to Parer the in Depa	des consult: le it to be su usly emotior heir families nt Support F idividualized rtment of M	ation and ass upportive, cap nally disturbed In addition, Program and a I supports pro	rt is an indirect service which istance to the community to lable and willing to deal with d children and adolescents this code includes the DMH also the parent partners and lovided as part of the joint Department of Social Services gram (CAP).
3066			include commare in child/assist These source DMH achies Supp respondent the child/Interespondent to the child/Inte	ded in Flexik nunity-basei itended to p adolescent t the child/a e services, offer su programs o vement of i o ssible for th s Program S gency Teal	ole Individual : d, highly indivirevent out-of in his/her farr dolescent in i which may be pports that ar r community i dentified treat is have design for activities, in n activities, in	6 and MM3_3066 ** Services and Family Supports are divalized interventions which home placement, sustain the nily's natural environment, and ntegration into the community, provided by a multiplicity of e not available through other resources to promote the ment goals. All Flexible nated staff who are not and monitoring of the ment Plan and coordination could be appeared to the proper that and monitoring arrangement for agency Team, is also included
2006 Fiscal Year						
Original Current Year Maximum Obligation:			Current Year Maximum Obligation:			\$500,000.00
Current Year Amendment Total (Variance):	\$0.00					
Unexpended Amount:	\$500,000.00		Expended Amount Per Vendor:			\$0.00
Hold Amount:	\$0.00					
Pending Amount:	\$0.00					
Last Bill Date:						
Effective From:	07/01/2005		Effective To:			06/30/2006
ReadyPay Rate Flag:						
,,						
*Enrollment Type:	Activity Specific				*Status:	Active
*Exhausted Budget Rule:	On Hold		Contract Access End Date:			
Contacts						
Name	Туре	Mailing Address		Phone	Fax	Email
Spreadsheet, Sam 🔻	Prov. Contract Mgr					
Contracts, Caliban Contract Mgr						Claiborne.Contracts@agency.
Select Below	Accounting Contact					
Select Below Select Below Contact						



Contract Status

A contract may pass through up to four contract statuses:

Initial Status

- The contract arrives from MMARS in **Initial** status.
- Agency staff configures contract and changes status to **Active**, Pending, or Inactive.
- A contract cannot be returned to **Initial** status once it has been moved to another status

Active Status

- Program Staff at the agency–level activates contract.
- The contract is available for invoicing processing.

Pending Status

- When providers request formal amendments affecting the Maximum Obligation, the contract is placed in **Pending** status.
- A **Pending** status indicates the agency is modifying or amending the contract. When modifications are complete, contract will be changed to **Active** status.

Viewing Contract Information

Providers with appropriate security roles can view additional contract information, but cannot change it.

Information can be accessed from the navigation bar on the **Contract Summary** page.

Viewable information includes:

- Fund Allocation
- Amendments
- Line Item Budgets
- Affiliates
- Request Amendments
- Activities
- Participating Organizations
- Account Mapping Rules
- Outreach Projects



Viewing Line Item Budgets

To view line item budgets:

- 1. Access the Contract Summary page.
- 2. Click **Line Item Budgets** from the navigation bar.

The Line Item Budgets Main page appears.

Master Contract	Number: MACS1005		
Fis	cal Year: 2006	Contract Type:	COST
MMARS Version	Number: 5	EIM Version Number:	10
₋ine Item Bu			
Budget Number	Activity Code	Activity Name	Description
1	<u>3065</u>	COMMUNITY & SCH THER SPT	Community and School Support is an indirect service which provides consultation and assistance to the community to enable it to be supportive, capable and willing to deal with seriously emotionally disturbed children and adolescents a their families. In addition, the code includes the DMH Parent Support Program ar also the parent partners and the individualized supports provided as part of the joint Department of Mental Health/Department of Socia Services Collaborative Assessment Program (CAP)
2	3066	INDIVIDUAL SUPPORT (BLANKET)	** Accounts for PCs MM1_3066 and MM3_3066 Services included in Flexible Individual and Family Supports are community- based, highly individualized interventions which are intended to prevent out-of- home placement, sustain th child/adolescent in his/her family's natural environment and assist the child/adolescent in integration into the community. These services, which may be provided by a multiplicity of sources, offer supports that are not available through other DMI programs or community resources to promote the achievement of identified treatment goals. All Flexible Support programs have designated staff who are responsible for the development and monitorin, of the child's Program Specific Treatment Plan and coordination Interagency Team activities, includin garrangement for services approved by an Interagency Team, is also included withi

3. Click the Activity Code number link.

The Line Item Budgets Summary page appears.



Viewing Line Item Budgets Summary

	MACS1005				
Fiscal Year: 2006			Contract Type: COST		
MMARS Version Number:	5		EIM Version N	umber: 1	0
Budget Number	A	ctivity Code	A	ctivity Na	ıme
1	3	065	С	OMMUNIT	Y & SCH THER SPT
Current Amount Commod Number	lity Line A	ccounting Line lumber	Appropriation E	ffective	From Effective To
\$150,000.00 63	1		50425000 0	7/01/2005	06/30/2006
Line Item Budget Contract is 'Active'. Record Contract Maximum Obligation:	cannot be a	added / modified			
•					
Line Item Budget Total:		U			
Remaining Amount:					
Modified By: Modified Date:	-	04:00:59 DM			
Modified Date:	00/3 I/200b	04.00.06 PW			
comments.					
102 - Program Dir Original FTE: Expended Amount:	: 0.5 : \$0.00		Original A Ba	mount: 3	550,000.00 550,000.00
Reimbursable Cost:	\$50,000.00			Status: F	-inal
Current FTE:	0.5		Current Am	ount:	50000.0
Offset:	0.0		Sc	ource:	
Care/Program Res	sources	Delete n Consulta s)			
Care/Program Res	sources	n Consulta	Original A	mount: §	\$50,000.00
Care/Program Res Original FTE: Expended Amount:	0.0 \$0.00	n Consulta s)	Original A Ba	mount: 3	550,000.00 550,000.00
Care/Program Res	0.0 \$0.00	n Consulta s)	Original A Ba	mount: §	550,000.00 550,000.00
Care/Program Res Original FTE: Expended Amount:	0.0 \$0.00	n Consulta s)	Original A Ba	mount: \$ alance: \$ Status: F	550,000.00 550,000.00
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost:	SOUICES : 0.0 : \$0.00 : \$50,000.00	m Consulta	Original A B: Current Am	mount: \$ alance: \$ Status: F	550,000.00 550,000.00 Final
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost: Current FTE:	0.0 (\$0.0	m Consulta	Original A B: Current Am	mount: \$ alance: \$ Status: F nount: [550,000.00 550,000.00 Final 50000.0
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost: Current FTE: Offset:	0.0 \$0.00 \$50,000.00 NVA 0.0	m Consulta	Original A B: Current Am	mount: 3 alance: 3 Status: F nount: [550,000.00 550,000.00 Final 50000.0
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost: Current FTE: Offset:	0.0 \$0.00 \$50,000.00 N/A 0.0 pplies, (Catego	m Consulta	Original A B: Current Am	mount: 1 alance: 1 Status: F nount: [purce: [550,000.00 550,000.00 50000.0 ms of Equipme am Resources
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost: Current FTE: Offset: 215 - Program Suland Furnishings	0.0 \$0.00 \$50,000.00 N/A 0.0	m Consulta	Original A Current Am Sc nd Expendab Direct Care/l Original A	mount: 4 alance: 4 status: F nount: [purce: [le ter Progr mount: 4	550,000.00 550,000.00 50000.0 ms of Equipme am Resources
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost: Current FTE: Offset: 215 - Program Suland Furnishings	0.0 \$0.00 \$50,000.00 N/A 0.0	Delete Materials a	Original A Current Am Sc nd Expendab Direct Care/l Original A B:	mount: 4 alance: 4 status: F nount: [purce: [le ter Progr mount: 4	650,000.00 650,000.00 Final 50000.0 ms of Equipme am Resources 650,000.00 650,000.00
Care/Program Res Original FTE: Expended Amount: Reimbursable Cost: Current FTE: Offset: 215 - Program Suland Furnishings Original FTE: Expended Amount:	0.0 \$0.00 \$50,000.00 N/A 0.0	Delete Materials a	Original A Current Am Sc nd Expendab Direct Care/l Original A B:	mount: 9 alance: 9 Status: F nount: [purce: [le Iter Progr mount: 9 alance: 9	650,000.00 650,000.00 Final 50000.0 ms of Equipme am Resources 650,000.00 650,000.00
Expended Amount: Reimbursable Cost: Current FTE: Offset: 215 - Program Suland Furnishings Original FTE: Expended Amount:	0.0 \$0.00 \$50,000.00 N/A 0.0	Delete Materials a	Original A Current Am Sc nd Expendab Direct Care/l Original A B:	mount: 4 alance: 5 Status: F nount: [Durce: [Ie Iter Progr mount: 4 alance: 4 Status: F	650,000.00 650,000.00 Final 50000.0 ms of Equipme am Resources 650,000.00



Requesting a Contract Amendment

Providers with appropriate security roles can request amendments to a contract through EIM/ESM to adjust:

- Maximum obligation
- Line item budgets
- Contract end date
- Client capacity limit

If the maximum obligation has not changed, the contract status should not change.

When the contract amendment is complete, the agency will set the contract status to **Active**.

Formal Amendment Changes

When an amendment request is received, the agency contract manager sets the contract status to **Pending**. When there is a change in maximum obligation; invoices against the contract are also put in pending status.

When a formal amendment changes the maximum obligation or the current year obligation the current process remains the same, the amendment must be approved by the Comptroller.

Amendments for changes to the contract end date, client capacity, or line items budgets are made by an agency contract manager; the Comptroller is not involved.



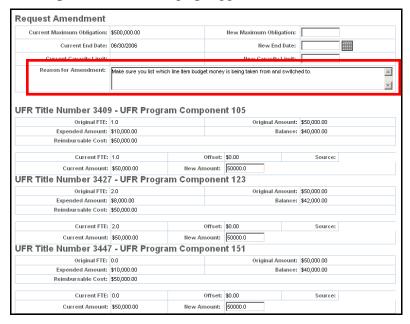
Contract Amendment Request Process

The amendment request is completed in EIM; once requested, the system emails the information to the Agency Contract Manager.

To request a contract amendment:

- 1. Access the Contract Summary page.
- 2. Click **Request Amendment** in the navigation bar.

The **Request Amendment** page appears.



- 3. Enter amendment information, including a reason for the amendment.
- 4. Click Request Amendment

 The Amendment page appears. Notification is sent to designated agency staff via email.

The agency contract manager reviews new and old line item budgets to process the amendment request, and notifies the provider by phone or email when it is complete.



Notes:



Module 5: Invoices

Introduction

The billing method a particular provider uses is determined by:

- The type of contract being billed against
- The agency issuing the contract

Note: Certain providers use invoices to bill for expenses incurred (staff training, supplies, transportation, etc.) under Cost Reimbursement contracts. This module discusses the invoice process in EIM.

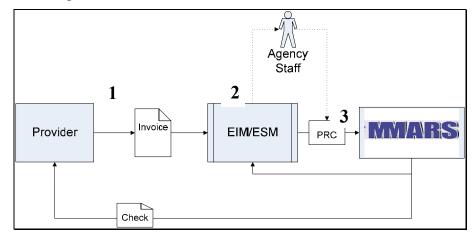
Topics discussed in this module include:

- Overview of invoices in EIM
- Searching for and reviewing invoices
- Adding new invoices
- Updating line items
- Invoice assessments
- Saving the invoice
- Releasing and authorizing the invoice
- Correcting a rejected invoice
- Viewing and correcting a denied invoice



New Process Overview

The following overview may help you understand the sequence of the new process:



- 1. The provider creates and submits an invoice within EIM.
- 2. The invoice is validated and adjudicated within EIM. In some cases, additional agency approval is required.
- 3. The invoice is attached to a PRC and approved by the agency before submission to MMARS.

Invoice Management

Cost Reimbursement contracts contain one or more line items, each with a budget and covers activity-related expenses.

Invoices contain the line items specified in the contract. Each month, providers update the line items to reflect the month's costs before submitting the invoice.

Invoices **must be submitted sequentially**; if there are no expenses incurred during a billing period, providers must submit a zero balance. If an organization needs to submit more than one invoice a month, a *supplemental* invoice can be created.

Invoice **Processing**

An invoice can be added for contracts in **Active** or **Pending** statuses.

Supplemental invoices must be matched with a previous regular invoice that is in **Passed** status.



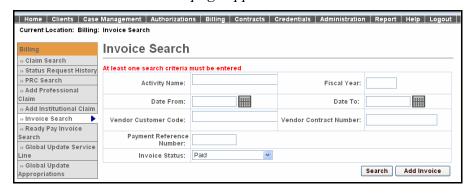
Searching for an Invoice

The search feature enables users to locate any invoice that has been created. A user might want to add information to a draft invoice or check on its status once it has been authorized.

To search for a invoice:

1. Select the **Billing** module and select **Invoice Search** on the navigation bar.

The **Invoice Search** page appears.



- 2. Enter criteria in one of the following fields:
 - Activity Name
 - Date From
 - Date To
 - Vendor
 - Payment Reference Number
 - Invoice Status

Note: Use the wild card % to return all records, or use a partial search to return all records that begin with a letter or text string.

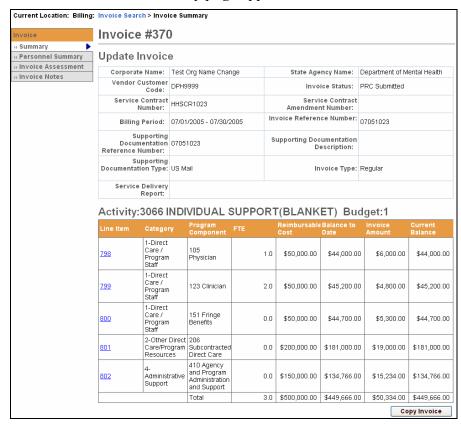


Searching for an Invoice (continued)

3. Click Search
Search results appear.

Activity Name	Date From	<u>Date To</u>	<u>Vendor Customer</u> <u>Code</u>	Payment Reference Number	Contract Number	<u>Status</u>
INDIVIDUAL SUPPORT (BLANKET)	07/01/2005	07/30/2005	DPH9999		HHSCR1001	PRC Submitted
INDIVIDUAL SUPPORT (BLANKET)	07/01/2005	07/30/2005	DPH9999	07051023	HHSCR1023	PRC Submitted
INDIVIDUAL SUPPORT (BLANKET)	07/01/2005	07/30/2005	DPH9999	7051024	HHSCR1024	PRC Submitted
INDIVIDUAL SUPPORT (BLANKET)	07/01/2005	07/30/2005	DPH9999	7051053	HHSCR1053	PRC Submitted

4. Click the <u>Activity Name</u> link. *The Invoice Summary* page appears.



The **Invoice Summary** page includes information about the invoice, including line items.



Invoice Status

Invoices will have one of the following statuses:

Pre-Adjudicati	Pre-Adjudication Statuses				
Draft	A new invoice is in Draft status.				
	An invoice must be in Draft status to be edited, deleted or released.				
Ready	Once an invoice is released, it is in Ready status. An invoice in Ready status can be authorized or disapproved by provider staff with the appropriate role. Authorizing represents a legal signature, verifying that the information is correct.				
	If disapproved, the invoice returns to Draft status for editing.				
Passed	Once an invoice is authorized, it is in Passed status.				
	Passed status indicates the invoice has been authorized by the provider and entered the system for adjudication.				
PRCReady	An invoice becomes PRCReady after it has been passed by the system.				
	It is sent to Program and/or Accounting Managers for review. Program and Accounting Managers may approve, deny, or hold as needed.				
Pending	Contract is in Pending status, invoice status will be updated to Pending.				

You can use the invoice status as part of your search criteria when searching for an invoice.



Additional Status Information

When adding a new regular invoice, the invoice for the previous period must be in **Passed** status. The invoice can be edited in **Draft** or **Ready** statuses.

Supplemental invoices must be matched with a previous regular invoice that is in **Passed** status.

Invoices in any status except **Draft** can be copied.



Adding a New Invoice

Invoices must be submitted sequentially, even if all amounts are zero. If no invoice was submitted for a previous billing period, a new invoice cannot be added.

To add a new invoice:

1. Select the **Billing** module and **Invoice Search** on the navigation bar.

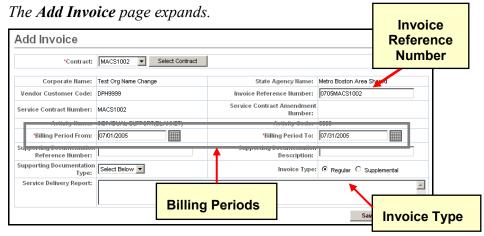
The **Invoice Search** page appears.

Add Invoice 2. Click

The Add Invoice page appears.



Select Contract 3. Select a contract and click



4. Enter Billing Period dates. The Invoice Reference Number field is available for providers who want to enter a reference number for internal tracking purposes. *Hint:* Use mm/dd/yyyy format when entering dates.

Note: If an invoice has been submitted for the same billing period, mark the new invoice supplemental.

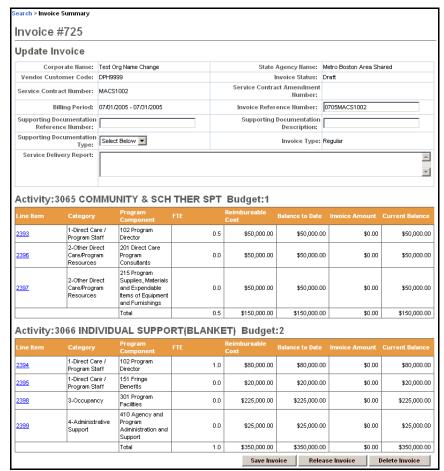


Adding a New Invoice

(continued)

5. Click Save New Invoice

The Invoice Summary page appears.





Adding Supporting Documentation to an Invoice

If you have supporting documentation that needs to be provided, there are multiple ways to record this information.

You can use the following fields to record additional information:

Field	Functionality
Supporting Documentation Description	Describe the type of supporting documentation being sent – e.g. ISP form, Long Term Absence Form
Supportive Documentation Type	Select: • Email • Fax • US Mail from the pick list.
Service Delivery Report	Type or paste comments or detailed service delivery narratives



Reviewing Line Items

Cost Reimbursement contracts contain line items, each with a budget. The line items appear in each invoice and are updated to reflect costs for the billing period.

There are two types of line items:

Category 1 line items cover personnel costs in situations where employees are billed to the contract. These line items include staff member names, service periods, and wage amounts.

Line Item	Category	Program Component	FTE	Reimbursable Cost			Current Balance
<u>2394</u>		102 Program Director	1.0	\$80,000.00	\$80,000.00	\$0.00	\$80,000.00
<u>2395</u>		151 Fringe Benefits	0.0	\$20,000.00	\$20,000.00	\$0.00	\$20,000.00

Non-Category 1 line items cover non-personnel costs.

2398		301 Program Facilities	0.0	\$225,000.00	\$225,000.00	\$0.00	\$225,000.00
2399	4-Administrative Support	410 Agency and Program Administration and Support	0.0	\$25,000.00	\$25,000.00	\$0.00	\$25,000.00

Working with Personnel Summary Report (PSR) Information

Note:

Depending on the program, you may or may not need to enter a Personnel Summary for (Category 1) line items. From this point forward you can enter Category 1 line items as Non–Category 1 line items.

The new functionality of copying an invoice forward could impact how you decide to set up Category 1 and Non-Category 1 line items.

For example:

When you copy forward an invoice without a PSR (Non-PSR based) from the previous billing period. If the next billing period requires one, you will need to create a PSR because there wasn't a PSR to copy forward.

If you entered a PSR for a billing period and you decide to use copy forward for the next billing month, the PSR will also copy forward.



Updating Category 1 Line Items

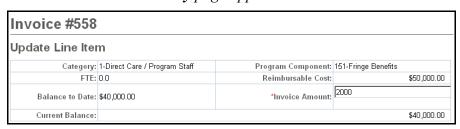
To update a Category 1 Line Item for 151 Fringe Benefits:

1. Access the **Invoice Summary** page.

Line Item	Category	Program Component	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
<u>1652</u>	1-Direct Care / Program Staff	105 Physician	1.0	\$50,000.00	\$40,000.00	\$5,000.00	\$40,000.00
<u>1653</u>	1-Direct Care / Program Staff	123 Clinician	2.0	\$50,000.00	\$42,000.00	\$4,000.00	\$42,000.00
1 <u>654</u>	1-Direct Care / Program Staff	151 Fringe Benefits	0.0	\$50,000.00	\$40,000.00	\$5,000.00	\$40,000.00

2. Click Line Item link associated to Fringe Benefits.

The Line Item Summary page appears.



- 3. Enter an amount.
- 4 Click Save Changes

The *Invoice Summary* page reappears with the newly entered information.

Line Item	Category	Program Component		Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
<u>1652</u>	1-Direct Care / Program Staff	105 Physician	1.0	\$50,000.00	\$40,000.00	\$5,000.00	\$40,000.00
<u>1653</u>	1-Direct Care / Program Staff	123 Clinician	2.0	\$50,000.00	\$42,000.00	\$4,000.00	\$42,000.00
<u>654</u>	1-Direct Care / Program Staff	151 Fringe Benefits	0.0	\$50,000.00	\$40,000.00	\$2,000.00	\$40,000.00



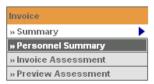
Updating Category 1 Line Items

Category 1 Line Items are personnel-related and must contain information including the staff member name, the service day/hours, and the amount billed.

(continued)

To update a Category 1 Line Item:

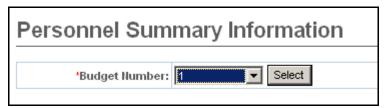
- 3. Access the **Invoice Summary** page.
- 4. Select **Personnel Summary** in the navigation bar.



The **Personnel Summary Information** page appears.

5. Click Add Personnel Summary

The **Personnel Summary** page expands.



- 6. Select a Budget Number.
- 7. Click Select

The **Personnel Summary Add** page appears.



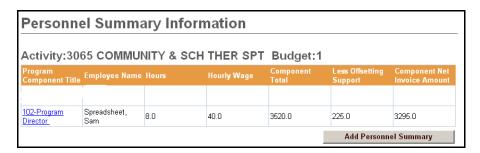
- 8. Enter all required information.
- 9. Click Add Personnel Summary

 The Personnel Summary page reappears with newly enter information.



Updating Category 1 Line Items

(continued)



Practice

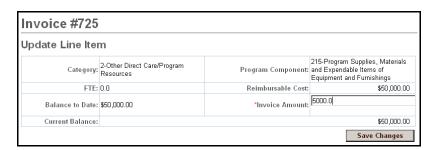
Repeat steps 1 through 9 to update budget 2 category 1 line items.

- 1. Select program component title.
- 2. Select employee name.
- 3. Enter 10 hours.
- 4. Enter \$40.00 for hourly wage.
- 5. Enter no offset.

Updating Non-Category 1 Line Items

To update a line item for a cost related to administrative support:

- 1. Access an invoice.
- 2. Click a line item link. The Line Item Summary page appears.



- 3. Enter an invoice amount.
- Save Changes to update this line item. The Invoice Summary page appears, displaying the updated line item.



Practice

Complete all other Non-Category 1 Line Items using Budget 2 information.

View Invoice Summary

To view: Line Item Summary page:

- 1. Access the **Invoice Summary** page.
- 2. Click a Line Item link you updated.

The Line Item Summary page appears.

Invoice Assessments

In the past, providers have been required to submit Service Delivery Reports along with their paper payment vouchers in order to support their Cost Reimbursement billing. In EIM/ESM, the documentation formerly known as a Service Delivery Report is now called an Invoice Assessment.

These structured questionnaires allow providers to respond electronically to program-specific questions related to contract requirements and service deliverables. This functionality provides a standardized approach toward monthly activity reporting and will be required documentation for billing submissions according to individual program policy. When required, assessments must be completed prior to releasing and authorizing the invoice.



Completing an Invoice Assessment

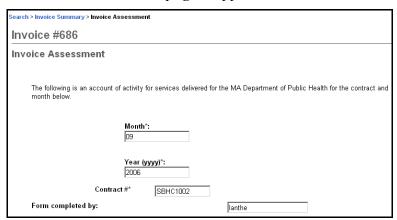
- 1. Access the **Invoice Summary** page.
- 2. Select **Invoice Assessment** from the navigation bar.

The **Invoice** Assessment page appears.



Complete Assessment 3. Click

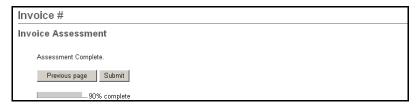
The Invoice Assessment page reappears.



- 4. Enter required information.
- Next page Click

0% complete

Invoice Assessment page reappears.



Submit 6. Click

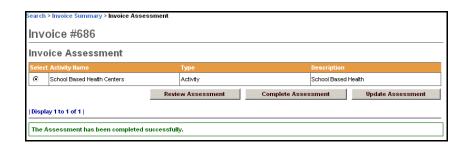
The Invoice Summary page reappears with a message displaying, "The Assessment has been completed successfully".

Previous page Tip: Click to return to the previous page.



Completing an Invoice Assessment

(continued)



Saving the Invoice

Users can update the invoice and save changes throughout the month, releasing the invoice at the end of the month when all updates are complete.

To save changes to invoice information and line items:

- 1. Access the **Invoice Summary** page.
- 2. Click Save Invoice
 The Invoice Summary page displays the message Invoice
 Updated Successfully. The invoice status remains Draft.



Releasing and Authorizing the Invoice

When all line items have been updated, the invoice is ready to enter the system for validation and adjudication.

The Invoice Specialist or Billing Specialist releases the invoice and the Invoice Authorizer or Billing Supervisor authorizes it.

To release an invoice:

- 1. Access the **Invoice Summary** page.
- Release Invoice 2. Click The **Invoice Summary** page displays the message **Invoice** Released Successfully!!! The invoice status is changed to Ready.

If the Invoice Authorizer or Billing Supervisor sees an error, the invoice can be disapproved, which changes the status from released to **draft**, so the error can be corrected by the Invoice Specialist.

To disapprove an invoice:

- 1. Access the **Invoice Summary** page of a released invoice.
- Disapprove Invoice 2. Click The **Invoice Summary** page appears with the status changed to **Draft.** The invoice can be corrected and released again for authorization.

To authorize an invoice:

- 1. Access the **Invoice Summary** page of a released invoice.
- Authorize Invoice The Invoice Summary page displays the message Invoice Authorized Successfully!!! The invoice status is changed to Passed.

Important: Authorizing the invoice represents legal signatory and certifies that all information is correct and accurate.

Note: Once the invoice is in **Passed** status you can not change it. You are still able to copy the invoice. The status will change from Passed to PRC Ready once it has been adjudicated.



Practice

Add a supplemental invoice to the contract you've been working with, then release and authorize the invoice.

Copy Forward Overview

Copy Invoice forward allows you to copy a previous month's invoice (regular and supplemental) for Cost Reimbursement Contracts.

You can copy invoices in any status except for **Draft**.

No assessments, dates, and unique invoice reference numbers will be copied.

Note:

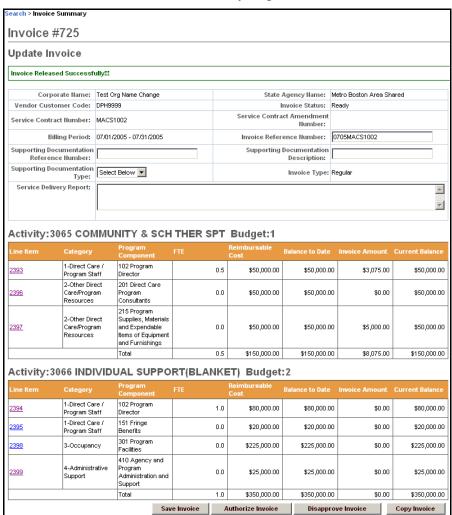
Depending on the program, you may or may not need to enter a Personnel Summary for Category 1 line items. From this point forward you can enter Category 1 line items as Non–Category 1 line items.

If you entered a PSR for a billing period and you decide to use copy forward for the next billing month, the PSR will also copy forward.



Copying an Invoice

1. Start at the **Invoice Summary** Page.



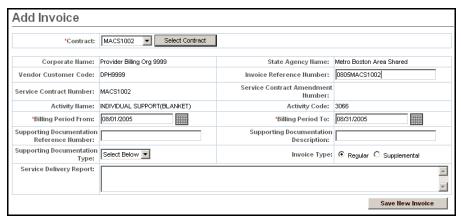
Copy Invoice 2. Click



Copying an Invoice

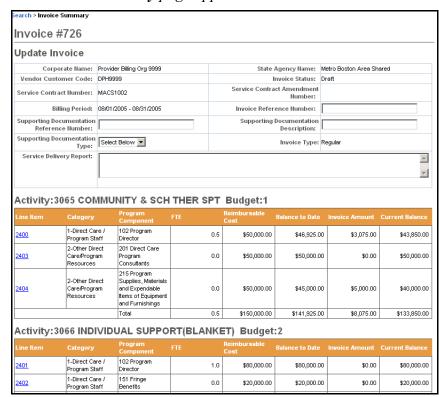
(continued)

The Add Invoice page appears with fields pre-populated.



- 3. Change **Billing Period** dates. The **Invoice Reference Number** field is available for providers who want to enter a reference number for internal tracking purposes.
- 4. Click Save New Invoice

The Invoice Summary page appears.

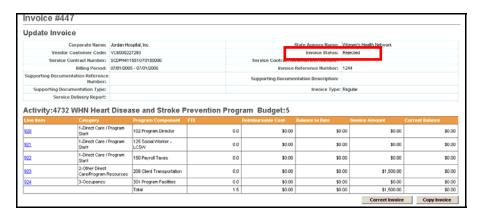




Practice

Use the **Copy Forward** feature for the Supplemental Invoice you created.

Correcting a Rejected Invoice



- 1. Select the invoice.
- 2. Click [Correct Invoice] button.

The invoice status is set back to **Draft**. EIM captures the following data modified by and modified date.

- 3. Enter required information.
- 4. Click [Release].

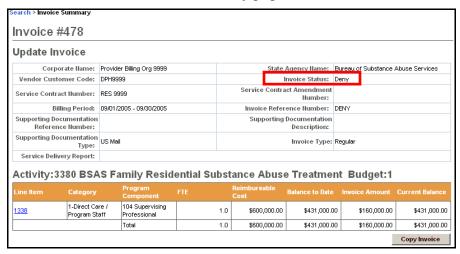
Note: You can only correct an invoice when the invoice is in a **rejected** status (e.g. submitted with insufficient funds).



Viewing a Denied Invoice

To view a denied invoice:

1. Start at the **Invoice Summary** page.



2. Click the line item link.

The Line Item Summary page appears.



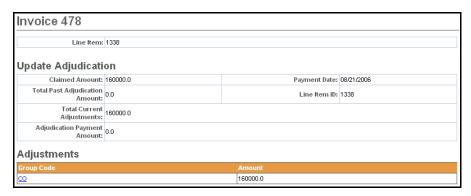
3. Click the Payment Date link under Adjudications.

The Invoice Adjudication Summary page appears.



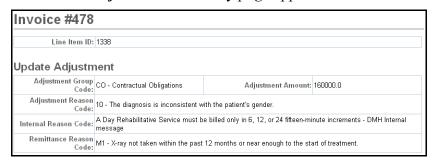
Viewing a Denied Invoice

(continued)



4. Click the **Group Code** link under Adjustments.

The Invoice Adjustment Summary page appears.



5. Review Reason Code information.

Correcting a Denied Invoice

To correct a denied invoice:

- 1. Copy Forward the denied invoice.
- 2. Enter corrections/additions.
- 3. Click Save Invoice



Notes:



Module 6: **PRCs**

Introduction

A Payment Request for Commodity, or PRC, is a grouping of invoices to be submitted to MMARS for payment. The PRC module in EIM allows providers to view the status of their invoices.

The following topics are discussed in this module:

- What is a PRC?
- Invoice statuses
- Searching for a PRC
- Viewing a PRC

What is a PRC?

PRCs are generated when a provider organization submits an invoice, making it available for agency review. The provider can no longer change PRC data, once the invoice has been submitted. After this review, the invoice status is updated and grouped into a PRC.

PRCs are created on a schedule set by agencies. Agencies determine how many levels of approval are needed prior to submitting PRCs to the Massachusetts Management Accounting and Reporting System (MMARS).

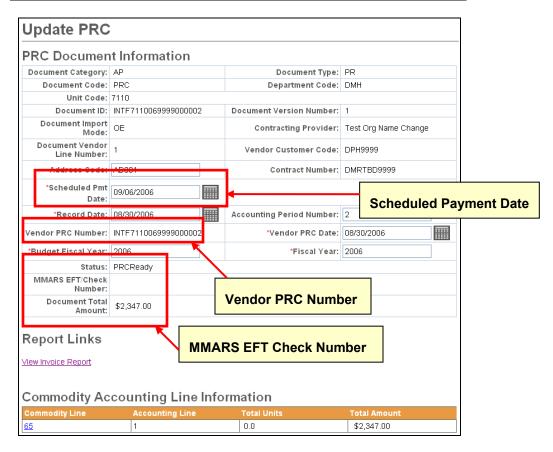
The status of each invoice payment can be checked by agency and provider staff at any time.

Shown on the next page is a screen display of PRC document information. It displays the PRC status, the reimbursable amount, and the check number. This information can be viewed by providers.



What is a PRC?

(continued)



You can search for and view PRCs.

Note: The Vendor PRC Number is the organization's unique provider identification number indicating which PRC payment it is for the year.



Invoice Statuses You can view PRCs in the following statuses:

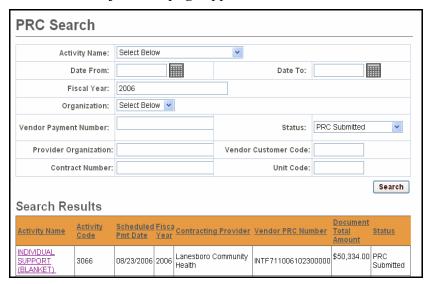
Post Adjudicat	Post Adjudication Statuses				
PRC Ready	Once an invoice has been passed, it will be moved to this status.				
	PRC Ready status indicates the PRC generation job is done and invoice is ready for Program Manager approval.				
PM PRC Approve	Program Managers have approved invoice. Other possible outcomes: Hold or Deny				
ACTG PRC Approve	Accounting has approved. Other possible outcome: Deny				
PRC Submitted	MMARS job has been run. Invoice in MMARS and awaiting status change. (approx. 3 days)				
PRC Paid	PRC approved and payment being processed. EFT and Remittance report (EOB is available) distributed to vendor.				



Searching for a PRC

1. Select the **Billing** module and select Search for PRC on the navigation bar.

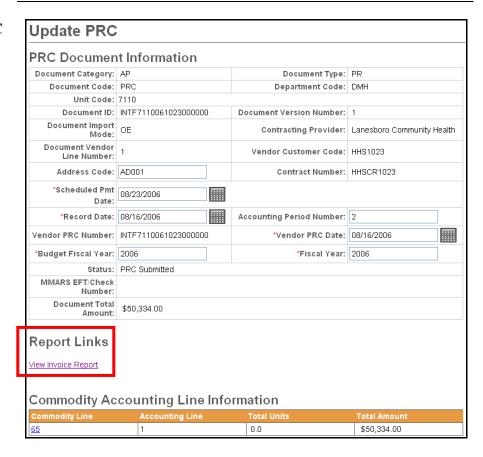
The Search for PRC page appears.



- 2. Enter search criteria and click Search results appear.
- 3. Click the <u>Activity Name</u> link. *The Update PRC page appears*.



Viewing a PRC





Notes:



Module 7: Reporting

Introduction

Typically, reports are generated by an authorized user who chooses report content and format as part of submitting a reporting request.

Key Terms

The following terms will help in understanding how reports function:

- Service Management Reports: Reports related to ESM functionality
- Financial Management Reports: Reports related to EIM functionality
- Report Selection Criteria: Parameters/filters a provider enters when requesting a report
- Report Output Format: Reports can be created as Excel, PDF, or HTML files
- Report Frequency: Reports in EIM/ESM are scheduled on-demand

Accessing the Reporting Feature

To access the reporting feature of *EIM/ESM*: Access the **Reports** module. A list of Financial (EIM) and Service Management (ESM) reports appears.



Note: Access to reports is based on user security roles. Your page may look slightly different.

Reports Catalog

The table below lists the reports available in EIM.



Report Name	Purpose
Cost Reimbursement Invoice Report	Provides users with a means for printing Cost Reimbursement Invoices
Personnel Summary Report	Provides users with a means for printing personnel summary reports
	<i>Caution:</i> EIM/ESM Application is able to run this report only when the Internet Explorer pop-up blocker has been turned off
PRC Payment Status Report Submitted vs. Paid	Provides payment dates for PRCs to show lag time between submission and payment
Payment Status Detail Report – Bed Days	Provides claim level payment details and errors for bed day services
Payment Status Detail Report – Service Code	Provides claim line level payment details and errors
Commodity Based Payment Request	Provides ability to print the PRC information which will be sent to NewMMARS
SDR Report	Provides users with ability to print hard copies of SDR reports
Activity (Program) PRC Details by Service Code	Provides detailed service code information for services related with a PRC
Activity (Program) PRC Details by Service Category	Provides detailed service code information for services related with a PRC
Activity PRC Detail Report – By Claim	Provides detailed service code information for services related with a PRC
Remittance Report – Bed Days	Provides payment status and information for clients served by organization
Remittance Report – Service Codes	Provides payment status and information for clients served by organization



Report Name	Purpose
Provider Worksheet for Program (Activity) Budget Amendment	(Replaces an existing report from the DPH CRS) Shows the cost reimbursement budget information as well as a worksheet for the provider to indicate how line item budgets should be reallocated when the contract maximum obligation has changed.
Cost Reimbursement Expenditure Analysis Report	(Replaces an existing report from DPH PAIS) Allows contract managers at a glance to determine if a provider is billing approximately for each of the components (in some cases a required staff position is left vacant).

Entering Report Criteria

Criteria selection tailors report results. By entering criteria, a user can determine the details and grouping of the report data. Criteria include dates, programs, locations, and contract numbers, etc.

Caution: EIM/ESM Application is able to run the Personnel Summary Report only when the Internet Explorer Pop-up blocker has been turned off.

To enter criteria and run a report:

- 1. Access the **Reports** module. *A list of Financial and Service Management reports appear.*
- 2. Click the <u>name of the individual report</u> link. *A Report Criteria* page appears.

Note: The **Report Criteria** page will differ depending upon the specific report being requested.

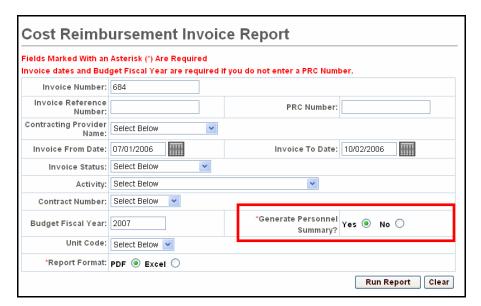
- 3. Enter criteria. *Important*: Report criteria are not always printed on reports. Users may find it helpful to record criteria manually.
- 4. Select **Report Format**.
- 5. Click Run Report

 A file is generated that users may save for later viewing.

Tip: Click clear out report criteria entered.



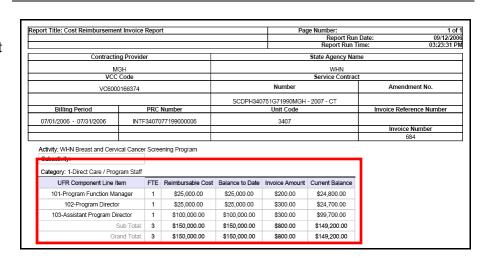
Cost Reimbursement Invoice Report Example



Caution: EIM/ESM Application is able to run this report only when the Internet Explorer pop-up blocker has been turned off.

Note: Invoice Reference Number is available as filter criteria on the Cost Reimbursement Invoice Report. Therefore, if a provider wishes to check PRC information based on Invoice Reference Number, the report should be used.

Cost Reimbursement Invoice Report Output





Trouble - Shooting

Problem	Possible solutions
Why am I not getting	• Double-check that criteria filters are
the results I expected?	correct
	• Consider user security
Why doesn't this match	• Double-check that criteria filters are
my legacy reports?	correct
Why can't I run the	• EIM/ESM Application is able to run
Personnel Summary	this report only when the Internet
Report (PSR)?	Explorer pop-up blocker has been
	turned off.

Note: Based on an organization's management, different results will display.